

# Damage to ILS wireless lock ribbon cable causes rapid battery drainage

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## Symptom

An ILS wireless lock is exhibiting rapid battery drainage, and/or the lock is failing to properly read cards.

## Resolution

These symptoms have been reported when the ribbon cable has been damaged. The insulation may have been scraped off during installation, and the bare cable contacts the lock case, creating a short.

To check this, remove the reader and check the ribbon cable and all points of transition into the lock case and through the door.

Also, check the ribbon cable connected to the radio within the inside trim, to verify it has not been cut or scraped during installation.

If any cable is damaged, return the reader module or radio module for replacement.

## Applies To

Lenel ILS

OnGuard 2010 (6.4.500) or later

## Additional Information

None

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